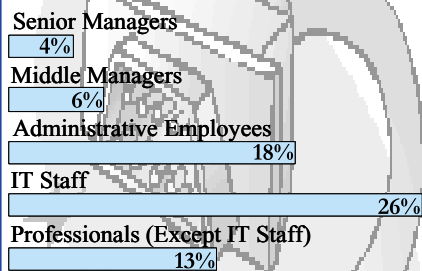▶ **KEY TO IT: The Graduate School's Center for Applied Technology now offers 199 day-time courses in information technology and desktop publishing. Evening & Weekend Programs will hold more than 60 graphic arts and IT courses this fall.**

SNAPSHOT

Selective IT Instruction: Who gets more information technology training?

IT training by employee group*

Group	Percentage
Senior Managers	4%
Middle Managers	6%
Administrative Employees	18%
IT Staff	26%
Professionals (Except IT Staff)	13%

Percentage of IT training dollars

*Based on survey of training investment leaders which average 9,036 employees and annual payrolls of $315 million. (Note: 35 percent of organizations used to compute the average have less than 500 employees.)

(Source: "The 2000 ASTD State of the Industry Report," the American Society for Training and Development.)

COVER STORY

A Class Act

Michael White drove his van through the empty streets of a nearly abandoned supply depot and pulled up to a building, where he unloaded 11 laptops. After connecting them up for his would-be hackers, he stepped outside, looked around a little nervously and flipped on his cell phone. It didn't work.

"It was eerie," says White, a Graduate School instructor who traveled to the base to teach a security course to systems administrators with the Defense Intelligence Systems Agency.

While this instance was unusually memorable, White has visited locales around the country and taught 320 DISA employees UNIX security to prepare them for a certification exam.

"I like to refer to it as that hacker class," says White. "To truly understand a computer system, you have to learn how to hack into it."

DISA chooses the sites that White's students try to penetrate. When they make a successful foray, they leave a little message: "You have been hacked by crew 44." The notice with the classroom number alerts site administrators to the hole in security.

The federal government has reason to worry. The General Accounting Office reported in September that "evaluations ... continue to show that federal computer security is fraught with weaknesses and ... critical operations and assets continue to be at risk." Congressional hearings have highlighted cyber-security lapses.

According to DISA, 22,144 "attacks" were detected on Defense Department networks last year. The cyber-threats come from cyber-guerrillas — and recreational hackers.

"You can look at firewall logs," says White. "When school is out at 3 or 4 p.m., the hits start against security."

The barrage makes security courses popular. "All classes are seeing a record surge in participants because of the need," says Nat Hopkins, the director of the Graduate School's Center for Applied Technology. "More people have to protect themselves from internal and external threats."

For more information about these security courses, call (202) 314-3600.

Go to the Blackboard

Evening & Weekend Programs will soon inaugurate online courses. By winter, 10 instructor-mediated courses will be available via Blackboard, an online delivery platform. Another 15 will be available in the spring and 20 next summer. The courses will be coordinated with the Evening class schedule.

"There will be a portal for students," says Stefan Gunther, the Evening & Weekend program manager who is spearheading the online development. "Individuals would log on to a customized page that manages course access to the Web."

Instructor assistance will be both synchronous and asynchronous. In addition, some of the first few courses will be a hybrid: one half in the classroom and the other online. This classroom and online time will not necessarily be conducted consecutively.

Potentially, students around the globe could log on the Web for the courses. With this distance-learning, they will have access to certificate pathways. The minimum hardware requirements are a PC or a Mac above 300 megahertz with 64 megabytes of RAM and a 56K modem. Appropriately, five of the first courses will be from the information technology curriculum.

For more information about Blackboard, contact Stefan Gunther at (202) 314-3652.

Faculty Excellence Award Winners: Those attending the Washington, D.C., ceremony in their honor pose for a group shot. From left to right: (sitting) Johnnie Miles, Michael Burr, Patricia Keehly, (standing) Anita Jacqueline Hill, Daniele Weiser, Donald Dusenbury, Wendi Eldh and Steven Medlin. Gay Chase, Susanna Howle, John Spiker, James Brucia and Deborah Milks also received awards. Timothy Dirks, the chair of the Human Resources Advisory Board in 1999, received the Executive Director's Award.

The Web Frontier

For Webmasters settling cyber-space, the frontier can be fraught with perils.

Take IKEA, the home furnishings retailer. In September, IKEA temporarily closed its catalog Web site when a breach in privacy jeopardized personal information on thousands of customers online. Companies such as Nissan, Butterball and DeBeers have run into the same problem because of the complexity of their Web sites. And government situations can get much scarier. So before novices prospect for domain names and stake their claims, many turn to training.

The Graduate School's Center for Applied Technology offers a nine-week, three-track certification program in Washington, D.C., that provides technical proficiency in design, development and management. Instructors are practicing professionals who are experts in the field and willing mentors.

"Anyone interested in a Web career takes our courses," says Linda Blancato, a software engineer and Graduate School instructor for CAT. "The target audience is IT professionals, but it's not limited to them."

Each track, or level, requires a capstone project and written exam.

- Web Publisher I concentrates on Web site administration and management.
- Web Developer I focuses on creating, managing and publishing a Web site and making it interactive.
- Web Server Development centers on programming, maintaining servers and the installation of Web server software.
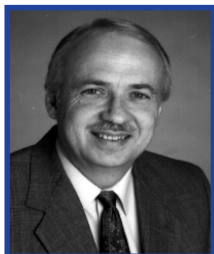
About 200 would-be Webmasters have earned certification in one or more of the levels. Some successful candidates have been amazed with the results. One mortgage broker who wanted to switch careers began working as a Web designer the same day he received his certification from the Graduate School.

According to Blancato, the word has spread. "We've been touted by folks like D.C. Web Women as an outstanding certification program," she says, pointing out that CAT's Technical Review Council ensures the integrity and technical coverage of subject matter. The council, which she heads, plans to add courses such as XML for creating Web multimedia and a track four in wireless Web development.

"It's a well-rounded approach. You can go as far as you want with it," says Nat Hopkins, CAT's director. "And when students walk out, they are proficient and have demonstrated proficiency."

For more information about Webmaster certification, call (202) 314-3600.

From the Executive Director

Experts disagree on figures for future workforce needs in information technology, but some projections hover around a shortage of one million IT workers. These pronouncements have been a wake-up call for training in the federal government.

Legislation now in Congress could authorize $100 million in matching federal grants for educational and professional partnerships that tackle IT training. In addition, spending on information technology goods and services might top $42 billion in the fiscal 2001 federal budget.

Yet regardless of funding decisions, we know that continuous training of IT workers has been made essential by the Internet revolution, the rapid turnover in product lines, and the constant introduction of new products. With these changes, we have seen the erosion of boundaries between information and telecommunications technologies and an unheralded surge of e-commerce. New skills that power these advances evolve daily.
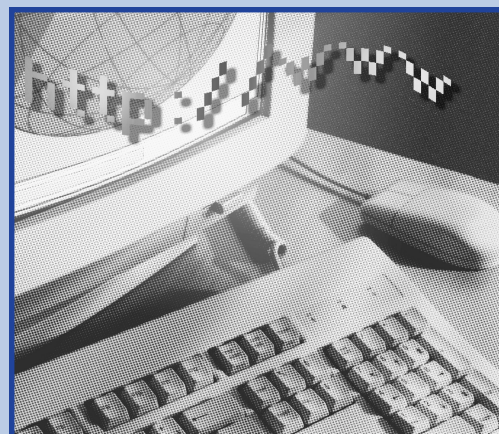
An increasing amount of training occurs outside formal degree programs in continuing education. Program managers at the Graduate School can attest to that fact.

This issue of the newsletter looks at new and developing courses in our IT curriculum. As we move forward, we will continue working to make sure these programs keep pace with the newest demands mandated by technology in both content and delivery.

Phil

Philip H. Hudson

The Web Got You Down?

For business owners in this now Web-based world, "use it or lose it" is fast becoming a cold, hard reality. Many are returning to the classroom to learn how to market on the Web. *Marketing on the Internet* and *Doing Business on the Internet,* two Evening & Weekend courses offered this fall in Washington, D.C., serve as a good starting point.

"The courses are geared primarily to young professionals and business owners of small- to mid-sized businesses who want to get updated on the new tools available," says Rodrigo Villarreal-Reta, the course instructor, who by day works as president of Corpimages.net, an Internet marketing company.

Asked to name his three favorite Web sites from a marketing perspective, Villarreal-Reta reels off some URLs:

▶ www.eyes4u.com, literally and figuratively full of flash, embedded moving graphics.
▶ www.hotoffice.com, a Web-based virtual Intranet that enables small business owners to inexpensively set up internal company communications.
▶ www.yahoo.com, which wins high accolades for simplicity. "I love them. Very practical and clean."

Villarreal-Reta's courses will be taught in addition to 13 other Internet offerings, which include the new *Cold Fusion Application Development*, *ASP Programming for Databases and the Internet*, and *Advanced Java*. Credits earned can potentially be applied towards a certificate from Evening & Weekends Programs, and a bachelor's degree in information systems at Johns Hopkins University under an agreement with the Graduate School.

For more information, contact Stefan Gunther, program manager, at (202) 314-3652.

Federal Fact

More than 85 percent of federal employees have access to the Internet at work; almost 62 percent use it daily.
Source: Merit Systems Protection Board, Survey 2000

Kudos Corner

Juan E. Allendes gave the Center for Applied Technology high marks for their Webmaster certification program. In a letter to the Graduate School in September, he wrote: "I would highly recommend the Webmaster training program to everyone interested in the new Web technologies. I now have the skills to begin a lifelong career in IT."

WHAT'S NEW

A Blue-ribbon Ceremony: Phil Hudson, the Graduate School, USDA's executive director, cut the new bookstore's ribbon on September 18. The new hours will be 11 a.m. to 6:30 p.m. Monday through Friday. The store will be open on Saturdays during Evening & Weekend registration periods. Books for Evening & Weekend Programs and suggested reading for daytime courses fill the shelves. Software at academic pricing for alumni or students can also be purchased. "Our mission is to become what you would expect of any college bookstore with great customer service in a timely and efficient manner," says Carla Adams, the new bookstore manager.

WE CARE: Donald Shandler, director of continuing education, has been appointed advisor to the board of the Washington Educational Coalition for Adults Returning to Education. WE CARE provides adult students access to information about educational opportunities in the Washington, D.C., metropolitan area. Shandler's new role will be to promote the Graduate School's collaborative relations with other schools in addressing the workforce development needs of the federal sector community.

Mark Your Calendars: The Graduate School's Staff Award ceremony will be held at Capital Gallery in Washington, D.C., on November 20 at 3 p.m.

Promotion: Jim Huske, the Leadership Development Academy's New Leader Program director, has taken a new position as the Graduate School's director of planning and institutional research.